

Expert Advisory Committee
to the
RI Health Benefits Exchange Advisory Board
Tuesday December 11, 2012
8:00am – Meeting Minutes

Attendees: Jay Raiola, Ted Almon, Kathryn Shanley, Craig Syata, Don Wineberg, Elizabeth Lange, Monica Neronha, David Keller, Lynn Dunphy

- I. Call to Order & Welcome – Amy Black
 - a. Ms. Black welcomed the members, and gave a quick overview of the day's agenda. Indicated that there is to be clarity after today's meeting of how this feeds into the Advisory Board.
- II. Contact Center RFP – Meg Ivatts
 - a. Meg Ivatts, working on Consumer Support for the Exchange spoke: There is an understanding that we need to have a place for consumers to come or call to answer questions or seek support when utilizing the exchange. There is a Contact Center RFP, and upon receiving the "clear" from Purchasing, we will be sharing that with you for your review and comment, and general public comment.
- III. Focus Groups – Megan Hall
 - a. The Exchange will be conducting Focus groups in the coming weeks for continued research for the build. The groups will be provided with questions, such as, what would you say needs to be improved in your health care experience, etc. The sample questions were provided to the Committee to spark discussion.
 - b. The Committee suggested the focus groups start with these questions, but look more to the knee jerk reaction of how does it health care impact them in RI or not.
 - c. Ted Almon: As to the question about fewer missed days from work due to illness, you do need to take into account that those are paid days off and that may factor in.
 - d. Director Ferguson: The point of these indicators and focus groups is to review wellness needs, and health care needs, but to see how that is valued across different financial and personal demographics.
 - e. David Keller: What I was hearing in these questions is that there were a number of stakeholders looking at these questions, and we do want to get something out of it. Important to come up with some talking points. I do fully expect there will be care about these questions.
 - f. Megan Hall: Moving forward, we will continue holding these focus groups over the course of several weeks, and then in January we will be conducting a survey.

- IV. Blueprint Update – Marti Rosenberg, Providence Plan
- a. The Blueprint to be submitted this week to the federal government, will be made public soon. This is designed to document and show how we have proceeded and intend to proceed with exchange development, but is viewed, even by the federal partners, as a slightly flexible document.
 - b. Ted Almon: Are there points to try to codify the executive order or the authority of the advisory board in the state as we continue to solidify work with the gov't?
 - i. Director Ferguson: At this time, do not see merit in raising that debate as we are working and moving forward – something to look at in the near future.
 - c. Jay Raiola: If the exchange can ensure that they are getting accurate and timely information to the user in the first 12 months, then we will be successful. What are we doing to ensure that is happening? I feel that should be priority #1.

- V. Fully Functioning Exchange – Director Ferguson
- a. There is a working draft of a grid that is designed to lay out the goals and components of a functioning exchange, and then on a y axis, review how those would be accomplished, and when. These components are also laid under headers of overall goals as envisioned by the Advisory Board, with a reminder of tabs on the right hand side of the principles of the exchange as envisioned by the Advisory Board.
 - b. The state is moving towards having a functioning exchange on day 1, October 2013, and then continuing to move towards a fully functioning exchange, encompassing all of these goals, principles and components in the years ahead.
 - c. Dr. Keller expressed the need to coordinate data analytics capability with extant resources around the state, including CSI.
 - d. Don Wineberg noted that in going through the documents provided it is truly important to use consistent language throughout to indicate plans, providers and products. He also noted he would be concerned from a branding perspective if our first innovation on the exchange would be a limited provider network. Director Ferguson noted that is not what the Exchange is looking at – more a public conversation around innovation, not specific to that end.
 - e. Ted Almon: A market place to serve the small group market and an individual market, if the small group market and an individual market, have a similar task to serve that.
 - i. Director Ferguson: In the design piece there is a lot of concern about that, but our position has been a lot of employee choice, to mirror it – if everyone is making the same kinds of choices, it gives the providers more of a sense that the partnership is to the individual not the employer. We are trying to do exactly

that. If we have some way of reducing risk for carriers, that might be the right thing to do right now.

- f. Jay Raiola: There is a fine line between choice and control. Could have an employer group of 25, have an HR/CFO person who wants complete say in how it is communicated to employees, the wellness programs etc. That person will not be interested in giving the employee dollars and total choice – the fear is with the lack of education that the employee has it will come right back to HR and the onus on the company. There has to be careful work on defined contribution.
- g. Ted Almon: The emerging consensus from some health reform wonks is that it needs to be perhaps considered as a payroll tax.
 - i. Director Ferguson: Things to look over. I am definitely on a curve to look at some of these items very differently than I did four years ago.
- h. Director Ferguson: Please take a look at the working draft as handed out and reach out to us with ideas, additions etc.

VI. Public Comment

- a. No further comment offered at this time.

VII. Adjourn